

# *Wisconsin Relay 2008 FCC Complaint Report*

*6/1/07 to 5/31/08*

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## *Service Complaints--CA Accuracy/Spelling/Verbatim*

Customer stated that the CA did not type well and their message was not relayed verbatim.

*Inquire Date 6/12/2007  
Record ID 16180  
Call Taken By Lead CA  
CA Number  
Responded By MF  
Response Date 6/12/2007  
Resolution 6/12/2007*

Customer Service forwarded the information to the technical department. The technical department discovered that the call was not made through Wisconsin Relay. Customer was notified and satisfied.

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## *Service Complaints--CA Typing*

Customer stated that the CA's typing was poor.

*Inquire Date 1/5/2008  
Record ID 16539  
Call Taken By Customer  
Service  
CA Number 6290  
Responded By Joe  
Response Date 1/14/2008  
Resolution 1/14/2008*

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 80 WPM with 98% accuracy.

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## *CapTel--Complaints*

Echo Sounds – CapTel user hears

*Inquire Date 7/25/2007  
Record ID 43885  
CA Number  
Responded By MMo  
Resolution 7/25/2007*

Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Advised customer how to properly hold handset for echo reduction. Also advised customer of possibility of using an assistive listening device in conjunction with CapTel phone.

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## *CapTel--Complaints*

Technical – General

*Inquire Date 8/20/2007  
Record ID 46152  
CA Number  
Responded By MMo  
Resolution 9/5/2007*

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

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## *CapTel--Complaints*

Technical – General

*Inquire Date 8/21/2007  
Record ID 46363  
CA Number  
Responded By JL  
Resolution 9/5/2007*

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

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***CapTel--Complaints***

Technical – General

***Inquire Date 8/29/2007***  
***Record ID 47290***  
***CA Number***  
***Responded By JS***  
***Resolution 8/29/2007***

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

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***CapTel--Complaints***

Technical – General

***Inquire Date 9/5/2007***  
***Record ID 47766***  
***CA Number***  
***Responded By JS***  
***Resolution 9/5/2007***

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

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***CapTel--Complaints***

Technical – General

***Inquire Date 9/5/2007***  
***Record ID 47763***  
***CA Number***  
***Responded By JL***  
***Resolution 9/5/2007***

One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network.

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***CapTel--Complaints***

Technical – General

***Inquire Date 9/7/2007***  
***Record ID 48034***  
***CA Number***  
***Responded By EY***  
***Resolution 9/7/2007***

Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make long distance captioned calls to CapTel user successfully.

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***CapTel--Complaints***

Technical – General

***Inquire Date 11/7/2007***  
***Record ID 54479***  
***CA Number***  
***Responded By KM***  
***Resolution 11/8/2007***

Outside vendor routed call through an incompatible network that caused data connection issues. The problem has been permanently resolved by this long distance supplier and customer is now able to receive captioned calls.

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***CapTel--Complaints***

Technical – General

***Inquire Date 11/8/2007***  
***Record ID 54473***  
***CA Number***  
***Responded By JL***  
***Resolution 11/8/2007***

Outside vendor routed call through an incompatible network that caused data connection issues. The problem has been permanently resolved by this long distance supplier and customer is now able to receive captioned calls.

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***CapTel--Complaints***

Technical – General

***Inquire Date 11/13/2007***

Outside vendor routed call through an incompatible network that caused data

**Record ID** 54967  
**CA Number**  
**Responded By** KM  
**Resolution** 11/15/2007

connection issues. The problem has been permanently resolved by this long distance supplier and customer is now able to receive captioned calls.

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**Captel--Complaints**

Disconnect/Reconnect during calls.

**Inquire Date** 11/28/2007  
**Record ID** 56444  
**CA Number**  
**Responded By** DF  
**Resolution** 11/28/2007

Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

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**Captel--Complaints**

Technical – General

**Inquire Date** 12/14/2007  
**Record ID** 58289  
**CA Number**  
**Responded By** MMo  
**Resolution** 12/15/2007

Technical issue with SS7 equipment identified resulting in a few isolated calls not succeeding. This was remedied during system maintenance.

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**Captel--Complaints**

Technical – General

**Inquire Date** 12/14/2007  
**Record ID** 59662  
**CA Number**  
**Responded By** KM  
**Resolution** 12/15/2007

Technical issue with SS7 equipment identified resulting in a few isolated calls not succeeding. This was remedied during system maintenance.

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**Captel--Complaints**

Technical – General

**Inquire Date** 12/14/2007  
**Record ID** 58279  
**CA Number**  
**Responded By** DF  
**Resolution** 12/15/2007

Technical issue with SS7 equipment identified resulting in a few isolated calls not succeeding. This was remedied during system maintenance.

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**Captel--Complaints**

Technical – General

**Inquire Date** 12/14/2007  
**Record ID** 58295  
**CA Number**  
**Responded By** MMo  
**Resolution** 12/15/2007

Technical issue with SS7 equipment identified resulting in a few isolated calls not succeeding. This was remedied during system maintenance.

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**Captel--Complaints**

Accuracy of captions.

**Inquire Date** 1/7/2008  
**Record ID** 60087  
**CA Number**  
**Responded By** DF

Customer shared feedback regarding accuracy of captions on a documented call and shared a specific example. CS Rep apologized for incidence and thanked customer for the feedback and followed up with the Call Center personnel. This CA will have extra monitoring of captioning performance and additional coaching

**Resolution 1/7/2008**

as a result.

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**Captel--Complaints**

Accuracy of captions.

**Inquire Date 2/21/2008**  
**Record ID 65105**  
**CA Number**  
**Responded By DF**  
**Resolution 2/21/2008**

Customer shared feedback regarding accuracy of captions on a specific call. CS Rep thanked customer for the feedback and informed them that this information was shared with appropriate captioning service staff for further monitoring and follow up with captionist.

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**Captel--Complaints**

Technical – General

**Inquire Date 2/21/2008**  
**Record ID 65145**  
**CA Number**  
**Responded By MMo**  
**Resolution 2/21/2008**

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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**Captel--Complaints**

Technical – General

**Inquire Date 2/21/2008**  
**Record ID 65172**  
**CA Number**  
**Responded By ST**  
**Resolution 2/21/2008**

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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**Captel--Complaints**

Technical – General

**Inquire Date 2/21/2008**  
**Record ID 65154**  
**CA Number**  
**Responded By KM**  
**Resolution 2/22/2008**

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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**Captel--Complaints**

Technical – General

**Inquire Date 2/22/2008**  
**Record ID 65349**  
**CA Number**  
**Responded By MMo**  
**Resolution 2/22/2008**

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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**Captel--Complaints**

Captions Lag too far behind voice.

**Inquire Date 3/19/2008**  
**Record ID 68214**  
**CA Number**  
**Responded By EY**  
**Resolution 3/19/2008**

Customer shared feedback regarding extra seconds of delay between the voice heard and text received. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Customer experience does not impact compliance with FCC rules for 60 wpm text transmission.

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***CapTel--Complaints***

***Inquire Date 4/16/2008***

***Record ID 71188***

***CA Number***

***Responded By JG***

***Resolution 4/16/2008***

Billing – General

Discussed need to register long distance carrier of choice with caller and registered other party's long distance preference accordingly.

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***Captel--Complaints***

Technical – General

***Inquire Date*** 4/18/2008  
***Record ID*** 71481  
***CA Number***  
***Responded By*** JG  
***Resolution*** 4/18/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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***Captel--Complaints***

Technical – General

***Inquire Date***  
***Record ID*** 4/24/2008  
***CA Number*** 72125  
***Responded By*** ST  
***Resolution*** 4/24/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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***Captel--Complaints***

Technical – General

***Inquire Date*** 5/5/2008  
***Record ID*** 73364  
***CA Number***  
***Responded By*** KA  
***Resolution*** 5/5/2008

Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.

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***Captel--Complaints***

Service – General

***Inquire Date*** 5/14/2008  
***Record ID*** 74391  
***CA Number***  
***Responded By*** ST  
***Resolution*** 5/14/2008

Customer shared feedback regarding captions not appearing on two separate calls on 5/14/08. Investigation of these two calls with Call Center Management resulted in follow up with the CAs logged on the calls for their delay in starting transcription. CS Rep apologized to customer for this incidence, and reported follow up occurred. CS noted that with 2 Line the customer can press the caption button off and on again if they ever wish to retrieve a new CA, while keeping the party on the line.

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